

## **FREQUENTLY ASKED QUESTIONS (FAQs) About Living in Privatized Housing**

*This document provides a sampling of answers to a number of questions raised by Air Force Members and their families regarding privatized housing. The answers are based on current Air Force Policy regarding privatized housing and are, therefore, subject to change based on revised Air Force Policy. In addition, the answers are based on the current version of the generic Air Force Housing Privatization Project Documents. As a result, the answers may vary when applied to a particular Housing Privatization Project. Air Force Members and their families should discuss their specific circumstances with the privatization Property Manager and the Installation Housing Office or Legal Office, as appropriate. In addition, the Tenant Lease Agreement, Tenant Handbook and Privatization Housing Brochure should be reviewed for further information. Finally, this list is not all-inclusive.*

### **Housing Privatization Overview**

Today, more than 38 percent of Air Force family housing does not meet modern standards and requires either major improvement or replacement. DoD has tasked the Air Force to upgrade all required, inadequate housing by Fiscal Year (FY) 2010. To accomplish this mandate, the Air Force has launched into an aggressive program to revitalize all Military Housing units through a combination of traditional military construction and privatization projects.

The goal is to provide access to quality housing at affordable prices where Service Members and their families will choose to live. This program provides private sector business alternatives to traditional military housing construction projects.

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## Introductory FAQs

### 1. How will the military base closure process impact housing privatization?

*Each Housing Privatization project takes into consideration the possibility of a draw-down, deployment or mission change. In all of these scenarios, the Project Owner must continue to provide access to housing to eligible military families in accordance with the requirements set forth in the Project Documents. The Project Documents, which are signed by the Air Force and the Project Owner before construction begins, contain all the agreements made between the Air Force and the Project Owner regarding the project.*

### 2. How will families be impacted by the housing renovations and construction?

*The Project Owner provides a construction and renovation plan as part of the proposal the Project Owner submits to the Air Force. These plans are approved by the Air Force and are generally implemented by the Project Owner as written. While circumstances may vary at each installation, demolition and renovation will usually begin on vacant units first, in order to reduce the impact on families in occupied units. Since the renovation and construction for most projects is expected to be major in scope, it is likely that some families will have to move during renovation and/or construction. Typically, the Project Owner's construction/renovation plans will include a phasing plan which describes how, where, and when residents will be moved from one section of housing to another. If an initial move to accommodate construction is necessary, the Government will pay for that move. The Project Owner will generally pay for any additional moves that may be required. The Government's goal during the construction/renovation phase is that military families will not be required to move more than one time.*

### 3. What are the roles of the Air Force Military Member (the tenant) and the Air Force in the management and operations of privatized housing?

*The Project Documents set forth the roles and responsibilities of the Air Force, the Project Owner, and the Member. Although each Project may vary, generally, once the Project Documents are executed, the Air Force transfers ownership of the existing housing units to the Project Owner. For the remainder of the Project, the Air Force's primary role is to provide long-term oversight of the Project Owner's performance. The Military Member enters into a tenant lease directly with the Project Owner. As with any other private tenant/landlord relationship, the Property Manager is your first point of contact.*

## Housing Options

### 4. Do I have to live in privatized housing?

*The only time privatized housing is mandatory is if the Military Member is considered "key or mission essential", which requires the Member to live on base. Otherwise, Military Members may choose to live in privatized housing or not. The Military Member must make a choice among all other private sector housing options.*

### 5. What if I don't like the options provided to me when I am offered privatized housing?

*If Military Members do not like what is being provided then they may choose to live off base in other available private sector housing (except for "key or mission essential" personnel).*

**6. What are my options for off-base housing?**

*The Housing Management Office at the Installation will assist Military Members by providing referral services regarding local real estate rental property listings and contacts. Keep in mind that privatized housing is a private sector housing option just like other "off-base" options.*

**7. Is privatized housing cheaper than houses in the local community?**

*It depends on the cost of other housing options available in the local community that the Member may select.*

**8. Can I remain on the base housing wait list for housing that is Government owned, managed, and maintained while living in privatized housing?**

*Yes. Please visit your Housing Installation Office for more details.*

**9. After I live in either base or privatized housing for one year, can I move to the other?**

*Yes, if Military Members live in government housing for one year, they may apply for privatized housing and provide notice to vacate. If Members reside in privatized housing, they may provide notice to vacate in accordance with the provisions of the tenant lease.*

## **Unit Assignments**

**10. Will non-military families be allowed to live in privatized family housing?**

*Generally, the Project Owner may only offer housing to non-military families if the housing occupancy rate drops below 95% for more than three consecutive months. If that occurs, the Project Owner may offer vacant housing units to individuals on the priority placement list in order to raise the occupancy rate back to the 95% threshold. The initial tenant lease term for these residents will normally be limited to one year. The Project Owner will generally charge such residents "Market Rent" (which is based on local market rent averages) but the rent for these residents will not be lower or more favorable than the rent paid by Military Members.*

**11. How will unit assignments be determined?**

*Typically, privatization projects require that privatized units be designated for specific rank (such as Junior NCO, Senior NCO, company grade officer, field grade officer, senior officer, and general officer) and family size. The Project Owner offers units to Members based on the rank/grade of the Member authorized to reside in the unit type designation.*

**12. I am an E-3 and there are no E-3 houses available; however, I know there is a vacant senior NCO (E-7 through E-9) house. Can I live there?**

*The Project Owner offers units based on the rank/grade of the member and the unit type designation (Junior NCO, Senior NCO, company grade officer, field grade officer, senior officer, and general officer). Typically, privatized units are designated for a specific rank and family size, referred to as "unit-based rent". Therefore, an E-3 would not typically be eligible to live in a Field Grade house. In some cases the Member may be eligible to "rent up" in privatized housing. When "renting up", the Member usually incurs the additional cost of the higher unit rent. At the time the Member signs the tenant lease he/she will be required to sign an acknowledgement to this effect.*

**13. How many bedrooms do I qualify for?**

*Typically, military families are allotted one bedroom per child, up to a maximum of three children per housing unit. When making unit offers to a Military Member, the Project Owner will adhere to the requirements set forth in the Project Documents.*

**14. I only have one child. Can I get a 4-bedroom house?**

*Yes, Members may request to "rent up" in privatized housing as long as the unit they wish to rent meets the criteria referred to as "unit-based rent." (See Question: **How will unit assignments be determined?**) When "renting up," the Member usually incurs the additional cost of the higher unit rent.*

## **Family**

**15. Can my child's nanny live in privatized housing with us?**

*The answer is dependent upon the Project Owner's policy, which typically is described in the Tenant Lease Agreement, the Tenant Handbook, or the Privatization Housing Brochure. However, in the event the Project Owner does permit a permanent live-in nanny, the Member is not necessarily authorized an additional bedroom for the nanny. If the Member wants the nanny to have an additional bedroom, the Member may need to consider "renting up" to a larger unit to accommodate the nanny. (See Question: **I only have one child. Can I get a 4-bedroom house?**)*

**16. My spouse is disabled and requires a live-in care provider. Will this person be authorized to live in privatized housing with us?**

*The answer is dependent upon the Project Owner's policy, which typically is described in the Tenant Lease Agreement, the Tenant Handbook, or the Privatization Housing Brochure. In the event the Project Owner does permit a permanent live-in care provider to occupy the unit, the Member is not necessarily authorized an additional bedroom for the live-in care provider. If the Member wants the live-in care provider to have an additional bedroom, the Member may need to consider "renting up" to a larger unit to accommodate the care provider. (See Question: **I only have one child. Can I get a 4-bedroom house?**)*

**17. I am being deployed. As a single parent I would like to send my children to stay with my mother in another state. A) If I decide to put my personal property in storage and vacate the house, will I be able to terminate my lease? B) What if I decide it would be best to keep renting the house and leave it vacant during the deployment?**

*A) The Air Force's intent is that Members keep privatized housing for the duration of their tour at the installation. Upon moving into privatized housing, the Member will be required to sign a one-year tenant lease. Generally, the Member may not voluntarily terminate privatized housing until after the mandatory one-year lease term has expired. However, early termination will be permitted under the "Military Clause" of the Tenant Lease if the Member is deployed. In addition, the Member's Lease Agreement may permit early termination for other specific reasons. We recommend the Member consult with their Legal Office for further assistance. Whatever the Member's circumstances may be, the specific conditions and procedures for terminating the tenant lease will be set forth in the Tenant Lease Agreement, so reading and understanding the lease is essential. The Government will not pay for personal property moves or storage if the Military Member voluntarily moves out of privatized housing.*

*B) The Military Member may continue to rent a privatized housing unit even if the housing unit is vacant during the deployment period. However, the Member must make arrangements, at his/her own expense, for the house and property to be maintained in accordance with the Tenant Lease Agreement while the Member is deployed. However, if the Member fails to maintain the property, he/she may be liable for damages that occur in their absence. The Member may not sub-let the unit while deployed.*

- 18. I understand I am still bound by my lease and will continue to pay rent by allotment, but as a single parent, can a non-military friend look after my child and live in my house while I am deployed?**

*The answer depends of the provisions of the lease. Consult the base Asset Manager to determine if a non-military tenant would be required to pass a NCIC background check. Requests for retention of privatized housing need to be coordinated with the Property Manager and the installation Asset Manager before submitting the request to the Installation Commander for approval.*

- 19. Will my children be required to change school districts if we are forced to move due to construction?**

*The answer depends on the local school district policy. Most school districts will allow a student to finish out the current school year, and some may allow the student to attend school outside the district where they reside. This requires approval from the school district, and a tuition fee (per semester) may be required.*

- 20. If my wife is pregnant, when can I move to a larger unit?**

*The answer is dependent upon the Project Owner's policy (which typically is described in the Tenant Handbook, or the Privatization Housing Brochure) as well as the Member's eligibility status on the Privatized Housing waiting list. Generally, Members are eligible for placement on the Privatized Housing waiting list for a larger housing unit if their entitlement increases 30 days prior to the baby's projected delivery date. Members may be able to move into a larger unit, if available, after the child is born. Any move made voluntarily by the Member due to change in category/entitlement (e.g., change in rank or number of dependents) is made at the Member's expense.*

- 21. I am worried about the security for my family.**

*As a general rule, the Air Force will provide fire, police and other emergency services to housing located within the installation boundaries under proprietary or exclusive federal jurisdiction. When the privatized housing is located outside of the installation's boundaries, the local community provides fire, police and other emergency services.*

- 22. Can just anyone reside in houses on base?**

*No. See Question: Will non-military families be allowed to live in privatized family housing?*

- 23. If I go TDY for three months, will my family have to stay in privatized housing?**

*Upon moving into privatized housing, the Member will be required to sign a one-year tenant lease. Generally, the tenant lease will provide that the Member may not voluntarily terminate the lease until after the mandatory one-year lease term has expired. Although early termination will be permitted under the "Military Clause" of the Member's tenant lease, if the Member has not completed the one-year mandatory tenancy, the Member's*

*family will generally be required to remain in the privatized unit until the lease expires. We recommend the Member consult with their Legal Office for further assistance. If the Member is scheduled to PCS after completing their TDY, the Member may terminate their lease in accordance with the "Military Clause" of the tenant lease and move their family to their new duty station. The specific conditions and procedures for lease termination will be set forth in the Tenant Lease Agreement so reading and understanding the lease agreement is essential.*

## **Rent/Lease/BAH/Renter's Insurance**

- 24. My spouse (and I are both military. My spouse is the senior ranking Member and collects single-rate BAH and I collect with-dependent rate BAH. How is our rent calculated?**

*Rent is at the with-dependent rate of the senior ranking Military Member, less 110 percent of the estimated (or average actual) utilities. Members will be referred to housing based upon the senior rank of the couple. Both Members will draw BAH at the appropriate rate (with or without dependents, as appropriate.) The Members are entitled to retain any BAH funds in excess of the rent and utilities.*

- 25. If two single airmen share a unit, how will their rent be determined? Do they each pay half? Do they both receive full BAH?**

*Unaccompanied Airmen who are not quartered in unaccompanied quarters on base receive BAH at the unaccompanied rate, regardless of where they live. If there are no eligible military families on the Waiting List for privatized housing, the Project Owner may rent units to unaccompanied members, subject to approval by the WG/CC. Depending on the terms of the Project Documents, unaccompanied Members may be eligible to share a unit. Rent for the unit is typically "Market Rent," which is based on approved local market rent averages. While the Property Manager commonly requires both Unaccompanied Airmen to sign the tenant lease, the airmen are permitted to divide payment of the rent as they choose. However, there may be some project-specific variations to these practices.*

- 26. If I PCS to a new location which has a lower BAH and receive approval to allow my family to stay in privatized housing for several months until the school season ends, how will my BAH allotment be handled? Will I have to pay the difference in BAH amounts? What if I move to a higher BAH area, can I pocket the difference?**

*Military Members need to consult their military pay office to determine their authorized BAH. Rent for privatized housing is based on the BAH for the area where the privatized housing is located. If the authorized BAH is lower than the rent for the privatized unit, the Member pays the difference. If the BAH is higher, the Member retains the difference.*

- 27. If I am sent on a remote assignment for a year and my family stays behind in family housing that becomes privatized while I'm away, how will BAH payments be handled?**

*Prior to departing for a remote assignment, Members need to sign legal documents which grant their spouse three special powers of attorney (POAs): (1) POA to enter into a lease agreement on behalf of the Member, (2) POA to start BAH payments, and (3) POA to start an allotment to pay rent directly to the Project Owner. When Military Family Housing (MFH) units are privatized, the Housing Office and Base Legal Office will assist the Member's spouse during the transition to establish the above three items. Per DoD FMR Vol. 7A, BAH is based on the location of the Member's dependents.*



**28. How are rental rates determined?**

*All privatized housing units are designated for occupancy by pay grade. The Member's rent will not exceed the BAH at the dependent rate for the designated military pay grade, minus an amount sufficient to cover 110% of average estimated utility charges.*

**29. How will tenants pay their rent?**

*Rent payments will normally be paid in arrears (at the end of the month) in order to coincide with BAH, which is paid in arrears. Members will sign a document authorizing their BAH to be paid directly to the Project Owner as rent. However, payment for rent owed prior to the allotment start, and for rent owed for the Member's continued occupancy of the unit after the Member's allotment stops, must be paid directly to the Project Owner by the Member with his own funds. In addition, Members pay the utilities for their unit via their BAH either to the Project Owner or the utility provider. Member's rent payments will begin on a designated date that follows the signing of the tenant lease which will highlight all relevant payment terms and conditions.*

**30. What does my rent include?**

*Rent includes refuse collection, water and sewer, common area grounds and facility care. Depending on the specific provisions of the Project Documents, electrical, gas or other heating costs may be paid from the member's utility allowance. Also, depending on the specific provisions of the Project Documents, renter's insurance may be paid by the Developer (but the Member will be responsible for the payment of any deductible). Rent does not pay for telephone and cable service. (Lackland AFB, the first Air Force privatization project, handled this issue differently.)*

**31. How is rent calculated for partial months?**

*The answer is dependent upon the Project Owner's policy (which typically is described in the Tenant Lease Agreement, the Tenant Handbook, or the Privatization Housing Brochure). Generally, rent is prorated on a daily basis (your monthly BAH divided by 30 days).*

**32. I want to move into a unit in the middle of the month. Is the rent prorated?**

*Yes, the rent is pro-rated. The method of pro-ration is dependent upon the Project Owner's policy (which typically is described in the Tenant Lease Agreement, the Tenant Handbook, or the Privatization Housing Brochure.)*

**33. Who is responsible for start/stop allotments for rent?**

*The Military Member (or his/her spouse pursuant to a POA) is responsible for starting, stopping, or making any changes to the rent allotment. The Housing Office may assist the Member in completing the initial paperwork to start the allotment at the time the Member occupies privatized housing and will require periodic validation of allotment starts, changes, and stops. This is now required to be performed using the "My Pay" website, so the HMO may require copies of these pay transactions from the Member.*

**34. Why do I owe rent when I move out?**

*Rent is paid in arrears for privatized housing. Members pay rent after they have occupied a housing unit (instead of paying in advance, as they would if renting off base). Therefore, if a Member vacates a unit on a day other than the last day of the month, he/she owes rent from the first of that month to the day they vacate the unit, pursuant to*

*the terms of the tenant lease. If a Member stops his/her rent allotment effective on the last day of the month prior to vacating the unit, then the Member typically would still owe rent from the 1<sup>st</sup> through the day they vacate the unit. For example, if the Member stopped their rent allotment on June 30<sup>th</sup> but didn't vacate the unit until July 15<sup>th</sup>, then the Member would be responsible for paying rent for 15 days directly to the Project Owner from his/her own funds*

**35. Will Military Members who wish to remain in housing that is scheduled for privatization be required to sign a lease?**

*Yes. Military Members residing in and intending to remain in the Military Family Housing scheduled to be privatized will be required to sign a lease shortly before the Air Force transfers ownership of the housing unit to the Project Owner. The Member's lease agreement will become effective once ownership of the housing transfers from the Government to the Project Owner. Residents who elect not to sign a tenant lease with the Project Owner will usually be required to vacate their quarters and pursue alternate housing arrangements within 30 days of the transfer of ownership.*

**36. Will current housing residents have the option to vacate before privatization occurs and before their one year obligation to remain in Military Family Housing expires?**

*Yes. See your Installation Housing Manager for further information.*

**37. Under what terms can the Military Member terminate the lease and vacate the unit? PCS orders only? What if the Member chooses to purchase a home in the area, – will the leases restrict these decisions?**

*Upon moving into privatized housing, the Member will be required to sign a one-year tenant lease and generally, Members may not voluntarily terminate the lease, but must reside in the unit until the lease has expired. However, early termination will be permitted under the "Military Clause" of the tenant lease. In addition, the Member's Lease Agreement may permit early termination for various other reasons. The specific conditions and procedures for terminating the tenant lease will be set forth in the Tenant Lease Agreement, so reading and understanding the Lease is essential*

**38. If the Installation Commander bars my children from the installation will this enable me to break my lease?**

*Generally, no, but the Military Member's Lease Agreement will typically explain under what conditions the Lease can be terminated. The specific procedures for terminating the lease will be set forth in the Tenant Lease Agreement so reading and understanding the Lease is essential. In addition, the Project Owner's Tenant Handbook and Housing Brochure should be reviewed for termination procedures. We recommend consulting your Legal Office for further assistance.*

**39. Can I break my lease if I decide to buy a home?**

*See the answer to Question: **Under what terms can the Military Member terminate the lease and vacate the unit? PCS orders only? What if the Member chooses to purchase a home in the area, – will the leases restrict these decisions?***



**40. What if I don't agree with the new lease and terms for living in this house that is now privatized?**

*During this time period the MFH resident can decide to stay in the house and follow the privatized housing process or move off base. Each Member will be briefed on the Project Owner's policy for termination procedures, time allowed for vacating the occupied unit, and who is responsible for any costs associated with the move. The Member should contact the Project Owner's Property Manager with any questions.*

**41. Is there a military clause in the tenant lease?**

*Yes. The Member's Tenant Lease Agreement for privatized housing contains a Military Clause. The specific conditions and procedures for terminating the lease will be set forth in the Tenant Lease Agreement, so reading and understanding your lease is essential.*

**42. How long is the lease term?**

*The initial lease term for a privatized housing unit is one year. After the mandatory one-year lease term expires, the lease term may automatically convert to a month-to-month lease term depending on the lease renewal provision in the tenant lease. The Member's Tenant Lease Agreement will set forth the specific conditions and procedures regarding lease renewal.*

**43. In our project, renter's insurance is provided by the Project Owner. Would I be covered if my child accidentally burned down our house?**

*Each Housing Privatization Project may vary in terms of whether the Project Owner provides Renter's insurance to Military Members as well as the amount of coverage offered to the Member. The Member should be aware, however, that the Member is responsible for applying for and maintaining a renter's insurance policy. Neither the Air Force nor the Project Owner assumes responsibility for insuring the Member's personal property in the Member's housing unit. If the Project Owner offers renter's insurance to the Member, the Project Owner will reduce the Member's rent amount by the portion of the Member's BAH allocated to renter's insurance. Generally, the policy will not cover an incident declared "malicious or intentional". The Member should review the policy to determine what events are covered, what amount of coverage provided, and the amount of the deductible that the Member will be responsible to pay in the event of a claim. In those cases where the Project Owner provides renter's insurance, the Member may decide to supplement the insurance up to an amount that is comfortable for his/her needs. (Tenants other than active duty military will need to provide their own renter's insurance coverage).*

**44. What constitutes "normal wear and tear" for damages? Who works on my behalf if I think that the Project Owner is trying to overcharge me?**

*First, Military Members will need to review the Project Owner's policy (which typically is described in the Tenant Lease Agreement, the Tenant Handbook, or the Privatization Housing Brochure) for what is excluded as "normal wear and tear" and constitutes damages, and how they are calculated, and the procedures for collection. Members should also attempt to first work out any disputes directly with the Property Manager. However, in the event that both parties cannot come to a mutual agreement, the installation Housing Management Office (HMO) is available to mediate any dispute between the tenant and Property Manager.*

**45. What would warrant an eviction from the housing unit, and who has the authority to evict me?**

*In general, the Property Manager may initiate eviction proceedings for failure to comply with provisions of the tenant lease.*

**46. Are there any out-of-pocket expenses?**

*A Member may incur out-of-pocket expenses for items such as, though not limited to, his/her decision to obtain additional renter's insurance coverage, or due to consumption of more than 110 percent of the estimated utilities costs for the unit type.*

## **Moving**

**47. Who will pay for the move if the Member chooses to vacate privatized housing?**

*Generally, if a member chooses to vacate privatized housing it is at the Member's sole expense.*

**48. Will the Government pay for my move from the local area into privatized housing?**

*Yes.*

**49. When the Government moves me I know what services are included (pack-up, move, unpack). Are the same services included if the Project Owner has to move me?**

*The answer depends on the Project Owner, but "normal" moving services do not include packing and unpacking, especially for local moves. Appendix A of the Joint Federal Travel Regulation defines what services are provided in a short distance household goods move.*

**50. Will I be required to move more than once?**

*Although there is a possibility that a Member could move more than once to accommodate renovation and/or construction activities associated with housing privatization, the Government's goal is not to move any Member more than once. The Project Owner is responsible for paying for any moves beyond the initial move so the Project Owner has a financial incentive to develop a renovation/construction plan that minimizes multiple moves.*

**51. Can I do a DIY move?**

*If a move is Government directed, Military Members may do a Do It Yourself (DIY) move. If the Project Owner funds a move, it will be up to the Project Owner to determine whether or not a DIY move is an option.*

**52. Am I authorized PDLA?**

*Military Members are only authorized Partial Dislocation Allowance (PDLA) when a move is Government directed.*

**53. If, at the end of my lease, I want to move off base, who pays for my move? PDLA?**

*You do. This type of move does not meet the JFTR criteria for a Government-directed move and would therefore not be Government-funded. Since the move is not Government-funded, this precludes payment of PDLA.*

**54. How many days Temporary Lodging Assistance (TLA) do I receive to move?**

*None. Military Members are not authorized Temporary Lodging Assistance (TLA) for local moves. The Property Manager normally will provide Members with at least 60 days prior notice. The Project Owner will offer Members another unit within the development if one is available. The intent will be to move Members to a unit that would not require moving them again during their tour at the installation.*

*If Government housing is available (at installations that are not 100% privatized), the Property Manager will notify the Housing Management Office (HMO) and the HMO will offer Military Members a Government home if one is available. Members will have 24 hours to either accept or decline the home offered by either the privatized Property Manager or the HMO. If no homes are offered to the Member, or they choose to turn down the homes offered, Members will be required to move off base. The move will not be paid.*

**55. What is the new move-out cleaning standard?**

*If a Member moves out before ownership of the unit is transferred to the privatization Project Owner, then cleaning standards must comply with Air Force policy as enforced by the Installation Housing Management Office. If the Member moves after the housing unit has been privatized the Tenant Lease and Tenant Handbook establish cleaning standards.*

**56. Will the property owner provide us with a move-in/move-out checklist?**

*Generally the Tenant Handbook will include move-in/move-out inspection procedures (including sample checklists).*

## **Utilities**

**57. In reference to utilities, how is the 110 percent established? How is the meter rate determined?**

*Initially, the Project Owner collects the Member's entire BAH and pays the utilities directly to the utility provider until the unit is individually metered. Once a meter has been installed, the Member's utility allowance is 110% of the average amount for utility costs. Until there is a history of actual usage data, the Project Owner suggests an average amount for utility costs based on all applicable data (including weather trends, utility rates, unit size, and construction type). The Property Owner's suggested average is subject to approval by the Government. Once approved by the Government, the Property Owner's suggested average will be the established utility rate until such time as actual usage data is available.*

**58. How is the utilities allowance calculated, and can it be challenged?**

*The utilities allowance is calculated as 110% of the average utility costs (or 110% average utility consumption \* applicable utility rates for each unit type. Once there is actual historical data, average consumption is determined by actual utility meter readings. The utility allowance is recalculated annually and reviewed and approved by the Government. Rates may increase or decrease at that time and the 110% monthly utility allowance will be adjusted accordingly. An individual resident may not challenge the utilities allowance, but the Resident Representative may and should certainly channel any concerns to the Management Review Committee (MRC).*

**59. What utilities do we pay?**

*During the development period, generally, water, sewer, gas and electric are included in the Member's BAH. Once units are metered, generally, the Member is responsible for paying electricity and/or gas bills directly to the utility provider. Refer to the Project Documents for further information.*

**60. How much would my utility bills be each month?**

*The cost of utilities depends on the amount consumed and the applicable utility rate set by the local utility provider at the time of consumption.*

**61. Who do I pay for the utilities?**

*Generally, until meters are installed, the Member pays rent at the full BAH amount which includes the cost of utilities. After meters are installed, the Member pays the appropriate utility provider (gas and/or electric company) directly.*

**62. Do I have to pay utility deposits when they are metered?**

*This is determined by the utility provider, not the Air Force or the Project Owner.*

**63. Who arranges for the turn on/turn off of utilities when metered?**

*Each Member/resident is responsible for turning the utilities on or off, just as if they lived in most other community housing.*

## **Pets**

**64. How many and what kind of pets am I allowed?**

*The Project Owner will establish a Pet Policy that will be outlined in either the Lease Agreement or in the Tenant Handbook.*

**65. What is the weight limit for pets?**

*If there is an applicable weight limit, it will be outlined in either the Lease Agreement, or in the Tenant Handbook.*

**66. Do I have to pay a "pet deposit?"**

*Refer to the Lease Agreement or Tenant Handbook for rules on pets and related damages.*

## **Inspections**

### **67. Does the base inspect your unit?**

*The Government will not inspect move-in and move-outs because the Government no longer owns the unit. The Project Owner's Property Manager is now responsible for that function.*

### **68. Can the landlord enter our unit at any time?**

*Generally, unless there is an emergency situation, management will be required to provide notice prior to entering a unit. Refer to the Lease Agreement or Tenant Handbook; the policy will be included in one of these documents.*

### **69. When will the developer be able to come in my home and inspect my unit?**

*Generally, unless there is an emergency situation, management will be required to provide notice prior to inspecting a unit. Refer to the Lease Agreement or Tenant Handbook; the policy will be included in one of these documents.*

### **70. Do I have to be present at my final inspection?**

*Refer to the Lease Agreement or Tenant Handbook; the Move-Out policy will be included in one of these documents.*

## **Feedback and the Management Review Committee (MRC)**

### **71. What is the Management Review Committee and how do I have input to it?**

*The Management Review Committee (MRC) is established immediately after ownership of the units is conveyed to the Project Owner, if not before. It includes representatives from the Project Owner's Property Management team, the Wing Commander or designee, the Asset Manager (Housing Flight Chief), other base agency leaders appointed by the Commander (i.e., fire, SFG, etc), and selected resident representatives. The MRC serves as a forum to discuss issues related to the privatization project. Residents should contact their representative with any concerns and where appropriate, to the Asset Manager. As with any other private tenant/landlord relationship, the Property Manager is your first point of contact for issues related to your unit.*

### **72. Is there a mechanism for me to voice my concerns?**

*Residents will be given the opportunity to complete "Resident Satisfaction Surveys". The results of periodic resident satisfaction surveys – along with data on occupancy rates, financial aspects of the real estate transaction, and reports on construction quality – are monitored throughout the life of the project by both the Asset Manager and Air Force Portfolio Management oversight offices. In turn, those offices provide frequent reports to HQ USAF and OSD.*

## Special Situations

- 73. My spouse has been demoted in rank from E-5 to E-2. The Asset Manager told us the only reason we were authorized to live in privatized housing is because it was built for E-5s and E-6s. Do we have to move? How long before I have to vacate? Will the government pay to move me off base?**

*Although it may seem logical that since the resident had signed a lease, that he/she could remain in the unit until the end of the lease term; however, the tenant lease contains provisions regarding loss of eligibility. The specific terms of the tenant's lease and AFI 32-6007 Privatized Family Housing address this issue. Furthermore, according to the JFTR, government funded moves are provided when they are Commander directed, not Property Manager directed.*

- 74. My neighbor and I are in a legal battle, and I want to relocate to another privatized housing unit as a hardship situation. I'm afraid if we stay, my neighbor will cause bodily harm to my family members or me. Will the developer or government pay for my move?**

*No.*

- 75. Can I run a child care center or other home business from my unit?**

*Military Members will need to review the Property Manager's policy concerning home-based businesses to determine if Family Day Care is permitted. At a minimum, approval must be coordinated between the tenant, Property Manager, and Installation. Members must also refer to the Tenant Lease or Tenant Handbook when determining if other types of home-based businesses are allowed, and Members must follow the approval process set forth in these documents.*

- 76. If I "rent up" to a higher-ranking house and spend a year in that house, can I go back to my category and get a paid move?**

*Military Members will need to review the Property Manager's policy concerning moving within privatized housing units. Whether a Member is required to wait until his/her lease expires would be a matter of policy established by the Project Owner. A voluntary move such as this (at the convenience of the Member), would be at the Member's expense.*

## Miscellaneous

- 77. If my spouse (the Military Member) dies while on active duty, am I eligible to reside in privatized housing 180 days, rent free, like I could if I lived in government quarters?**

*Policy under development.*

- 78. I want to have the interior of the house repainted to match my furnishings (e.g., antique chair), what are the procedures?**

*Regardless of rank, painting at the Project Owner's expense would most likely occur only as needed, and during change-of-occupancy. Refer to the tenant lease or Tenant Handbook for policies and procedures regarding "self-help" painting.*



**79. Can I do work in my unit such as painting the walls red?**

*Just like off-base housing, refer to the tenant lease or Tenant Handbook for policies and procedures regarding “self-help” painting.*

**80. Is my unit going to be replaced, renovated, or kept as is? Who will provide me with the appropriate information?**

*The Project Owner’s Property Manager has information regarding which units will be replaced, renovated, or kept “as is”. This information will not be available until the new Project Owner has been selected and approved by the Government. Generally, the Property Manager will notify residents of the status of their unit after selection approval is complete.*

**81. How is the developer going to continue upgrading the houses to meet the standards of the local community?**

*The Management Review Committee (MRC) and the Property Manager may both request improvements if funds are available. The privatization transaction requires the Project Owner to fund specific “reinvestment accounts” for periodic upgrades (maintenance and repair) and capital improvements. The Air Force Portfolio Management team and the Installation Asset Management team monitors these accounts to ensure they are managed properly.*

**82. Will the walls be thick enough so we won't hear our neighbors?**

*Walls will be built in accordance with applicable building construction codes.*

**83. Maintenance is not being adequately performed in my house. Who do I contact?**

*The Property Manager should be contacted first. Housing maintenance is the responsibility of the Project Owner. If an issue cannot be resolved with the Property Manager, you should contact the Asset Manager at the Housing Management Office.. The Management Review Committee (MRC) addresses project performance issues that represent non-compliance with the project documents. If an issue cannot be resolved with the assistance of the Asset Manager, contact the tenant representative to the MRC bring such issues to the MRC’s attention.*

**84. Who maintains the yards of privatized housing?**

*Refer to the tenant lease agreement or Tenant Handbook. Unless a Project Owner has specifically agreed with the Air Force to perform lawn maintenance for residents, then, residents are responsible for their own lawn maintenance. .*

**85. Will the base store my excess furniture that won't fit in the unit?**

*Once housing is privatized, storage of excess furniture will no longer be funded or provided by the Air Force (just as it isn’t authorized when Members live in private, off-base housing).*

**86. How many vehicles can we park on the property?**

*Refer to the tenant lease agreement or Tenant Handbook.*

**87. Will we have designated parking spaces?**

*Refer to the tenant lease agreement or Tenant Handbook. Generally, each housing unit will have a garage or carport and driveway but rules for additional parking are established by the Property Manager.*

**88. Can we use the clubhouse for parties?**

*Not all housing privatization projects include clubhouses. For those that do, however, rules for their use are established by the Property Manager. Refer to the Tenant Handbook.*

**89. Will there be resident functions?**

*The nature and extent of resident functions are up to the Property Manager.*

**90. Are tenants authorized to conduct yard sales?**

*Refer to the tenant lease agreement or Tenant Handbook*

## Definition of Terms

The following are definitions for some of the terms used in housing privation.

Term	Definition
Asset Management	Installation-level oversight of a housing privatization project which encompasses all of the activities relative to the operations, maintenance, and health of the project for the life of the project. Asset Managers work for the installation commander or his designated representative and directly interface with the property manager and the Air Force's Portfolio Manager. The Asset Manager coordinates day-to-day operations at the installation with the SO and his property manager.
Basic Allowance for Housing (BAH)	The sum allotted to each service member to cover the cost of housing, including utilities and personal property insurance. The respective amount corresponds with the service member's rank and dependent status. Refer to Internet Web site <a href="http://www.dtic.mil/perdiem/bah.html">http://www.dtic.mil/perdiem/bah.html</a> for additional information.
Eligible Member	All members of the military service assigned to the installation, covered by support agreements, or Independent Duty personnel who are commissioned officers, warrant officers, and enlisted personnel on active duty and eligible for BAH at the with-dependent rate, and accompanied by dependents (or will be within 30 days), and military married to military with no dependents. Synonymous with Military Member.
Independent Duty (ID) Personnel	A group or a single member operating and subsisting away from any military concentration areas of the parent Service where a member could not reasonably expect to be supported by facilities (e.g., FH) of that parent Service.
Installation Commander	The senior commander at an installation responsible for all housing at that installation; referred to as the Commander.
Installation	The Military Base on which the privatization project is located.
Key and Essential Personnel	Those Air Force personnel required to reside on the Installation because of military necessity or operational considerations.
Privatization	The process of converting an Air Force-operated enterprise into a publicly or privately owned and operated entity.
Privatized Housing (PH)	Housing previously owned and operated by military services that becomes owned and operated by a public or private entity other than the Service concerned. The authority for PH comes from the National Defense Authorization Act of 1996; Subtitle A, Title XXVIII (Pub. L. 104-106).
Project Documents	The documents issued or executed in connection with the Project, including, but not limited to, the Selected Proposal, Lease of Property, Operating Agreement, Lockbox Agreement, Use Agreement and other agreements.
Project	Collectively, the Project Site and the Improvements thereon.
Project Owner	The business entity awarded the contract to plan, design, develop, renovate, construct, own, operate, maintain, demolish, and/or manage PH at an Air Force installation. Synonymous with Developer.
Project Site	The Land and/or the Leased Premises on which the Project is developed by the Project Owner.
Property Manager	The business entity that manages the leasing, Maintenance and Repair, and customer relations for Privatized Housing. This may be an employee of a Project Owner or a separate company under contract with the Project Owner.
Utility Allowance	110% of estimated average utility consumption per unit type multiplied by actual utility rates.

## Acronym List

The following are descriptions for some of the acronyms used in housing privation.

Acronyms	Description
AFB	Air Force Base
AF	Air Force
BAH	Basic Allowance for Housing
HQ	Headquarters
JFTR	Joint Federal Travel Regulations
MAJCOM	Major Command
MFH	Military Family Housing
MRC	Management Review Committee
PCS	Permanent Change of Station
PDLA	Partial Dislocation Allowance
PM	Project Manager
POA	Power of Attorney
SCRA	Servicemembers Civil Relief Act
TDY	Temporary Duty
TLA	Temporary Lodging Assistance